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IN THE U.S. PATENT AND TRADEMARK OFFICE

Inventor(s): Wijaya et al.

Serial No.: 09/750,385

Filed: December 27, 2000

Title: Technique for implementing item substitution for unavailable items
relating to a customer order

Atty Docket: WVANP013

Group Art Unit: 3625

Examiner: Thein, Maria Teresa T.

OFFICIAL

CERTIFICATE OF FACSIMILE

I hereby certify that this correspondence is transmitted via facsimile to: Commissioner for Patents, Alexandria, VA 22313-1450 on June 22, 2004.

Signed: C. Douglas Thomas

Printed Name: C. Douglass Thomas

AMENDMENT A

Mail Stop:
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated February 23, 2004, please enter the followings amendments and consider the following remarks.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 11 of this paper.

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